



Reducing Negativity

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Increase Performance While Improving Lives



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“Making Sense of Suspicious Activity Reporting” discussed in this presentation is the current version with effective date of May 26, 2022.

The comments today are my own and not necessarily those of Vizo Financial or the Vizo Financial membership.

Math Problems

What do you notice about these five equations?

$$6 \times 5 = 30$$

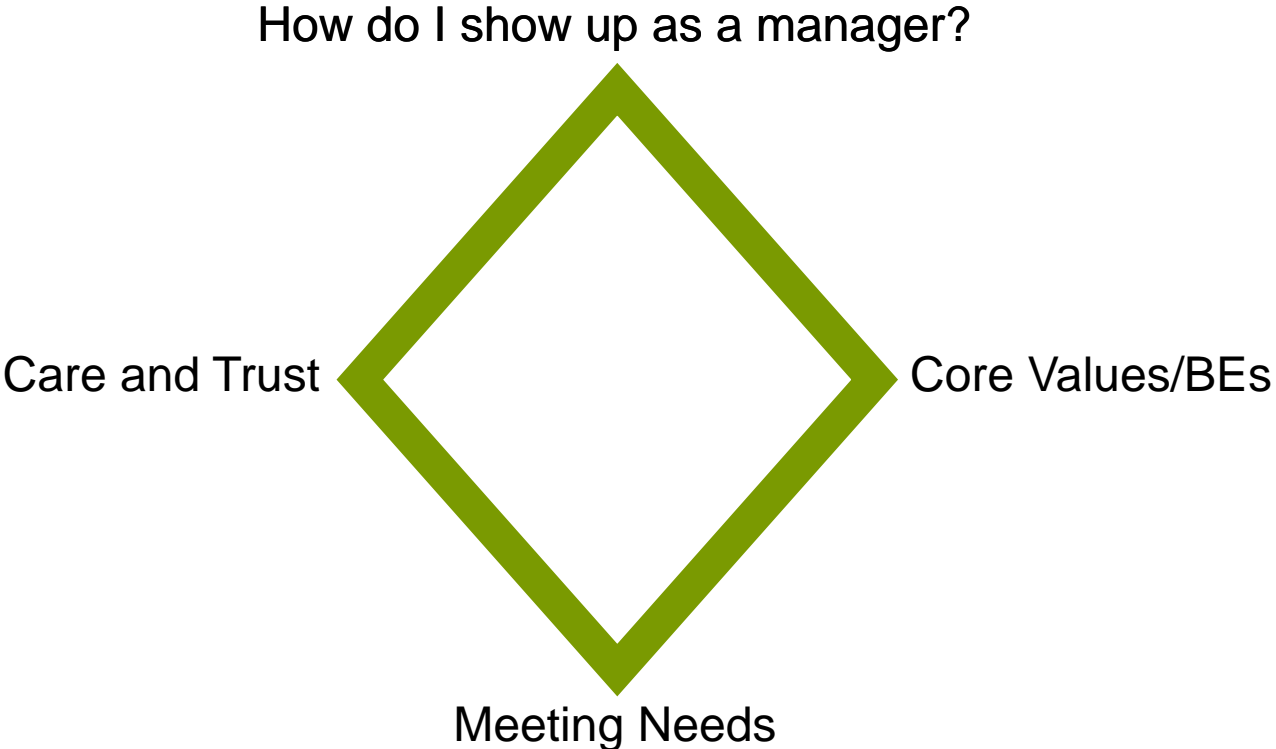
$$2 \times 3 = 9$$

$$8 \times 8 = 64$$

$$4 \times 9 = 36$$

$$2 \times 1 = 2$$

The Antidote to Negativity



Antidote One – Care is at the Heart of the Matter

Care =

- Show a genuine interest.
- Share about myself.
- Focus on what people do well.
- Put their interests equal to, or above, my own.

Please Chat

When someone shows a genuine interest in you,
what do they do?

Genuine Interest

- Ask questions.
- Listen actively.
- Be curious, not judgmental.

About Me

Share about myself:

- Personal information
- Strengths and weaknesses
- Thoughts and feelings on situations
- Challenges and successes

Stay Strong

Focus on what people do well:

- There are two reasons to coach people.
- What are you good at and enjoy?
- How can we have you do more of that?

Please Chat

Pick someone on your team,
what does that person do well?

Benevolence

Put others' interests equal to, or above, my own:

- Make sure I develop people.
- Make sure I help people reach their personal and professional goals.
- Put people in positions to succeed.

Antidote Two – How Do I Show Up?

- 76% of a team's engagement is solely defined by the leader.
- Engagement is where attitude and performance meet.

Please Chat

On a scale of 1 to 5, with 5 being high,
at this very moment, how enthused are you about your
job?

How Do I Show Up?

- I am enthused about my job.
- I do the hard work of leading every day.
- I recognize people in a meaningful way.
- I measure outcomes not activity.
- I test my assumptions
- I stand up for other people or departments
- I don't tolerate gossip.

Study These Words

Pillow

Night

Dream

Bed

Mattress

Blanket

Slumber

Quiet

Nap

Pajamas

Snooze

Please Chat

On a scale of 1 to 5 (with 5 being high), what is the level of gossip in your department or branch?

Gossip can be about someone else on your team or about another department.

Antidote Three – Core Values/Behavioral Expectations

- Do we have core values that matter at the credit union?
- Do we live the core values?
- How do we handle habitual violators?

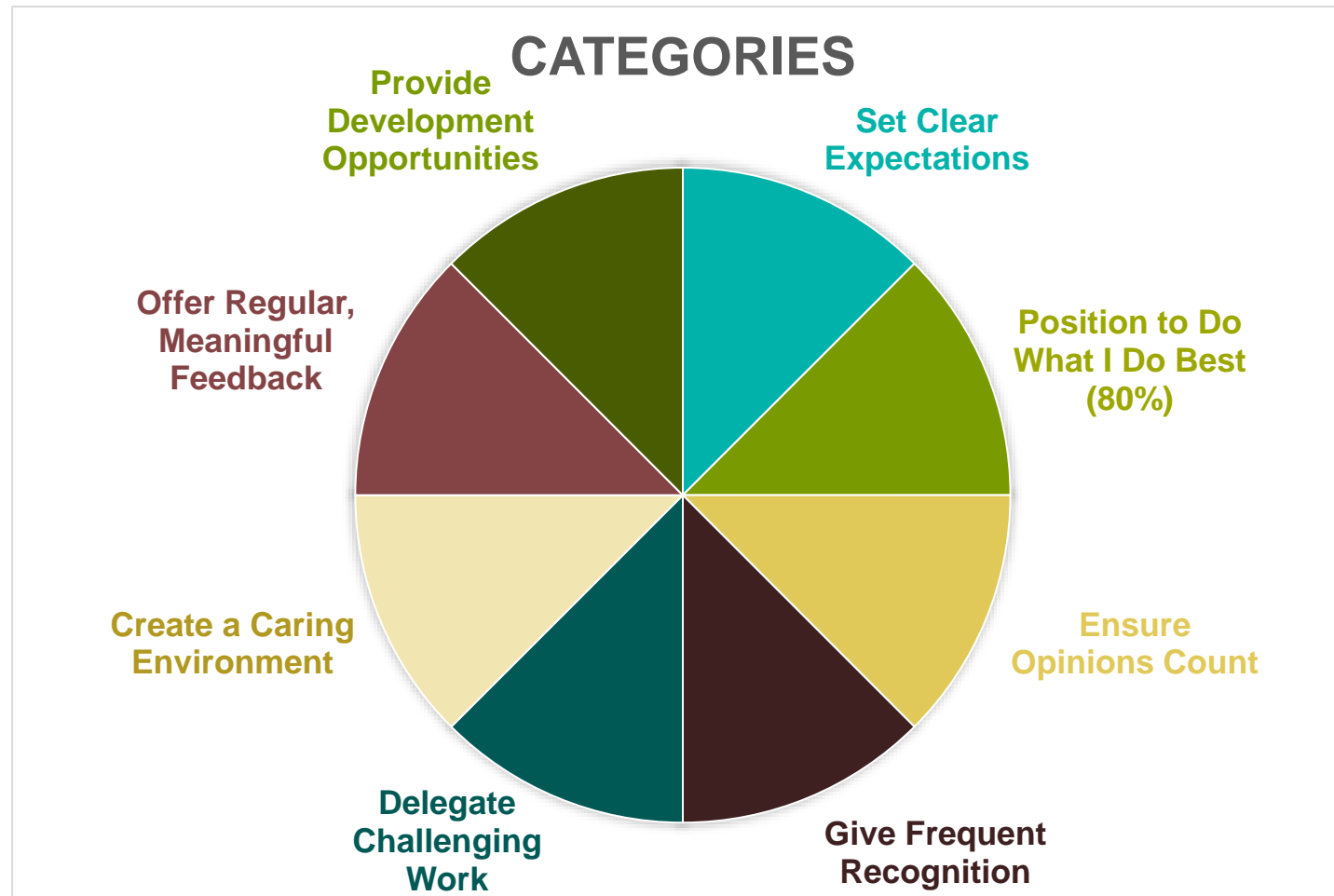
Please Chat

What are your credit union's core values?

Antidote Four – Meeting Needs – Individualizing My Leadership

- Each person has needs.
- The more my needs get met, the better I feel.
- Can I list the needs each person has?

Universal Needs



Personal Needs - Examples

- The freedom to work at my own pace.
- A structured and organized environment.
- Freedom to express my feelings.
- All the relevant background information for discussions and decisions.
- The opportunity to build bridges among people and groups.

A Good Test from Marshall Goldsmith

1. Will this comment help our credit union?
2. Will this comment help our members?
3. Will this comment help the person I am talking to?
4. Will this comment help the person I am talking about?

Words create worlds.

Thank You

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